A GUIDE

for

THE CARE & OPERATION OF SODA FOUNTAINS

The Coca-Cola Company

FOUNTAIN SALES DIVISION

A GUIDE

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THE CARE AND OPERATION OF SODA FOUNTAINS

To Soda Fountain Operators Everywhere:

For years, The Coca-Cola Company, through its field organization, has attempted in many ways to be of assistance to you in operating your soda fountain department so that you could realize to the fullest extent your opportunity to make more friends for your store and more profit for your business.

You have found, over a period of years, that representatives of this Company are not interested in selling you a "bill of goods." The glasses, scoops, chippers and spigots which you buy from your wholesaler are simply ways and means toward improving the *taste* of carbonated beverages.

And so we say, "Consult the Serviceman from The Coca-Cola Company freely. He may be able to assist you with merchandising and operating problems at your Soda Fountain—*your most profitable Department.*"

In the same spirit of helpfulness we present to you—

"A Guide for the Care and Operation of Soda Fountains"

This is not a manual nor a handbook. It makes no attempt to discuss menus or similar subjects. It does include, however, subjects of value to any soda fountain, which, if applied to your business, will go a long way toward placing the soda fountain on the high plane of Public Acceptance which it deserves.

The Coca-Cola Company,
Fountain Sales Division.

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THE IMPORTANCE OF THE FOUNTAIN DEPARTMENT

You have probably heard many times that the soda fountain is the most important department in the store. But have you ever stopped to consider the facts that make this statement true? Here are some of them:

1st—The fountain brings in a large number of *customers*, many of whom make purchases in other departments. (In drug stores, 60% of the total customers buy at the soda fountain.)

2nd—The fountain produces a large volume of *sales*.

3rd—The fountain operates on a *low inventory* and a *high turnover*—it averages more than two turnovers each month.

4th—The fountain makes a high *profit*—both gross and net.

A unique feature of the fountain is that price is seldom the basis of competition. Instead, customers look for *quality*, *courtesy*, and *service*. This fact makes the fountain particularly responsive to promotional efforts based on these three fundamentals of good fountain operation.

As the fountain's importance to the store increases, so do the men and women who operate the fountain become increasingly important. This booklet is designed to be of help to those men and women. Save it as a reference book—refer to it from time to time—and you will find that it contains many helpful suggestions.

PROFIT ON FOUNTAIN PRODUCTS

The soda fountain department stands out among all other departments as a profit maker, yet frequently fountain operators do not take full advantage of its profit-making possibilities.

There are several important factors which determine the amount of profit your fountain makes. The problem of controlling the quantities of materials used is one of the most important. Standard formulas for all products should be established, and these formulas strictly followed. You can then determine what gross profit is made on each product and can place your merchandising efforts behind the most profitable drinks.

The fountain department is fortunate in that some of the items which are most profitable also attract the greatest number of customers. Among these is Coca-Cola, which not only brings more customers into the store than any other product, but, what is more important, it brings them in at a profit.

It is not difficult to determine the profit which you make on various fountain products. As an example, if you purchase Coca-Cola in one-gallon quantities, you would figure your gross profit like this:

Sales
128 oz. per gallon
(Less 10% for overage)
128—13= 115 Drinks per gal.
115x5c = Gross Sales = ...$5.75

Cost of Ingredients
Syrup per gallon $1.85
Gas, Ice, Power & Water
at 14c per gal. of syrup..... .14
$1.99

$5.75 — $1.99 = $3.76 Gross Profit

Gross Profit ÷ Gross Sales = % of Gross Profit

$3.76 ÷ $5.75 = 65.4% Gross Profit

Your profit on other fountain items may be determined in the same manner. Find out what your most profitable fountain products are.

In the following pages you will find many suggestions that will be helpful to you in capitalizing on the profit-making possibilities that your soda fountain offers.

A SCHEDULE FOR CLEANLINESS

A regular cleaning schedule is essential to good fountain operation. It will not only make work at your fountain easier, but will assure a clean, attractive, business-getting fountain at all times.

Follow a Cleaning Schedule

Below is a suggested schedule which you will find helpful. You may find it necessary to make some changes to fit your own particular problems. However, you will find it a good basis on which to build a cleaning schedule for your fountain.

A SCHEDULE FOR THE CARE OF YOUR FOUNTAIN

EARLY MORNING

1. Check your supply of these items:
   1. CO_2 Gas. If pressure is standard (120 pounds) the supply is probably adequate for the day.
   2. Clean glasses, dishes, spoons, etc.
   3. Straws in jars, napkins, condiments, etc.
   4. Clean aprons and towels.
2. Test the temperature of the carbonated water. It should register below 38° F.
3. Check the ice formation in the cooler box and make any adjustments necessary.
4. Wash with soap and water:
   1. Counter slab and base.
   2. Work board, drain board and cabinet tops.
   3. Backbar counter slab.
   4. Drip plates.
   5. Tables, booths, chairs, stools.
5. Fill and replace the chocolate jar and pump.
6. Fill and replace the milk container and pump.
7. Arrange for supply of chipped ice.
8. Clean and arrange supplies for the day in Dry Cold and Storage Compartment.

CLOSING

1. Check contents of syrup jars, washing and refilling all which do not contain an adequate supply for the next day.
2. Remove chocolate syrup from jar and place on ice. Wash jar and pump but do not refill until the next morning.
3. Remove milk and put on ice. Wash and scald pump and can and place on counter to air.
4. Wipe off pump and fruit jar tops with towel dipped in hot water.
5. Wash and polish glassware and silverware. Be sure all silverware is wiped thoroughly dry.
6. Scour refuse chute, glass rinser and disher vats.
7. Clean floor and floor rack behind fountain. Set floor racks in open to dry if possible.

TWICE-A-WEEK

1. Remove and clean draft arm nozzles.
2. Wash and polish backbar mirror and woodwork.

WEEKLY

1. Drain water from cooler box. Thoroughly clean, removing all slime and sediment from cooling coils, side walls and bottom. In mechanical fountains, it is usually necessary to clean the cooler box only every two weeks.
2. Remove cabinet tops and scour underside with soap and water.
3. Defrost ice cream cabinets using a spatula or ice cream spade.
4. Clean dry cold and storage compartments with soda and warm water.
5. Remove syrup jars and clean syrup jar enclosure with towel dipped in soapy hot water. Rinse with cold water.
6. Cleanse syrup pumps by pumping hot soapy water through them—Rinse and thoroughly dry.
7. Polish all silverware with silver polish.

MONTHLY

1. Disassemble and clean all syrup pumps.
2. Oil carbonator and check for leaks.

YEARLY

1. Wash carbonator.

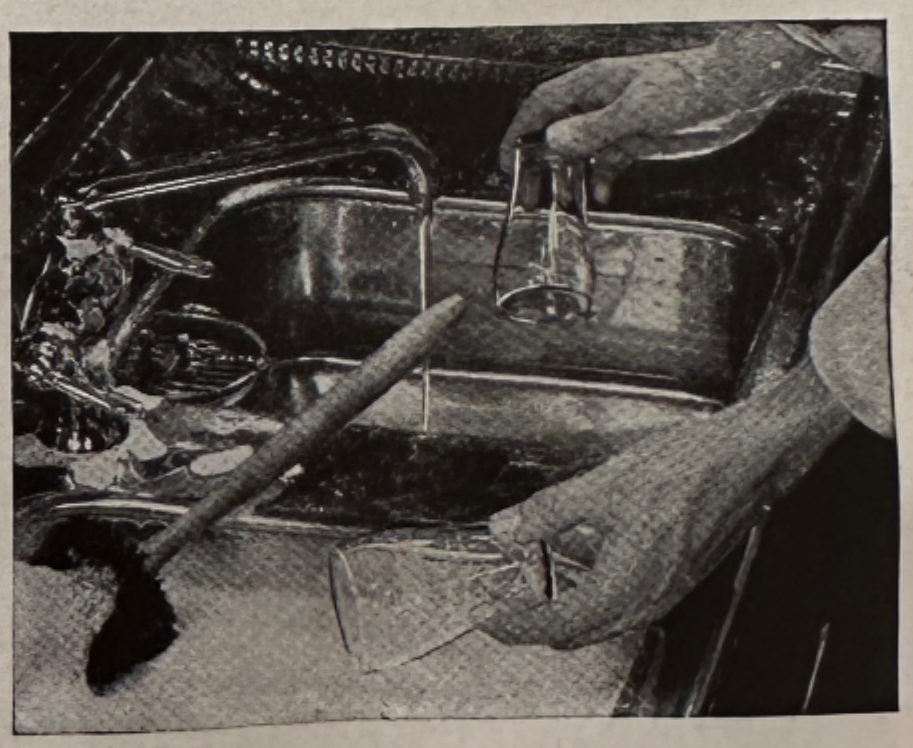
HOW TO PROPERLY CLEANSE GLASSES

•

The desire of the public to drink from thin sparkling glassware offers soda fountain operators a splendid opportunity for merchandising their fountain service. What better means is there to sell fountain products than to feature clean crystal glassware in your fountain service?

It is so easy to wash glasses the right way. The only way to be sure that glasses at your fountain are clean is to

1st. *Wash the glasses thoroughly in warm water using plenty of soap and a good stiff brush, and*



2nd. *Rinse each glass in running water and place it on the drainboard to dry.*

When the glass is dry it will be clean and sparkling—free from all grease and butterfat so prevalent at the fountain.

Soap is not only an excellent cleansing agent but it also has certain germicidal qualities that will kill the more common bacteria.

Many localities have individual ordinances and it will be to your advantage to check carefully with your local authorities so that you may understand clearly the regulations governing your particular area.

For instance, some localities have ordinances that require the use of a chlorine solution (usually 100 to 200 parts per million) in washing glasses. There are a large number of chlorine compounds on the market today which may be used. Few of them are available nationally although one or more may be found in most communities. Generally speaking, one teaspoonful of any of the compounds in a gallon of water will give the required chlorine content. This may be placed in the washing water. As glasses are washed in the solution, however, the chlorine content decreases, and it is, therefore, necessary to add additional quantities of the compound from time to time. Some of these compounds (Superkleen, Krystyl-Kleer) are not only sterilizing agents but also have detergent qualities which make it unnecessary to use soap when washing glasses.

Several chlorine compounds are—

Compound	*Manufactured by*
Steri-Chlor	J. B. Ford Company Wyandotte, Mich.
Superkleen	The Liquid Carbonic Co. Chicago, Ill.
Krystyl-Kleer	J. C. Paul & Company Chicago, Ill.
Oakite Bactericide	Oakite Products, Inc. 22 Thames St., N. Y. C.
B-K Solution	General Laboratories, Inc. 1000 Widener Bldg., Phila., Pa.

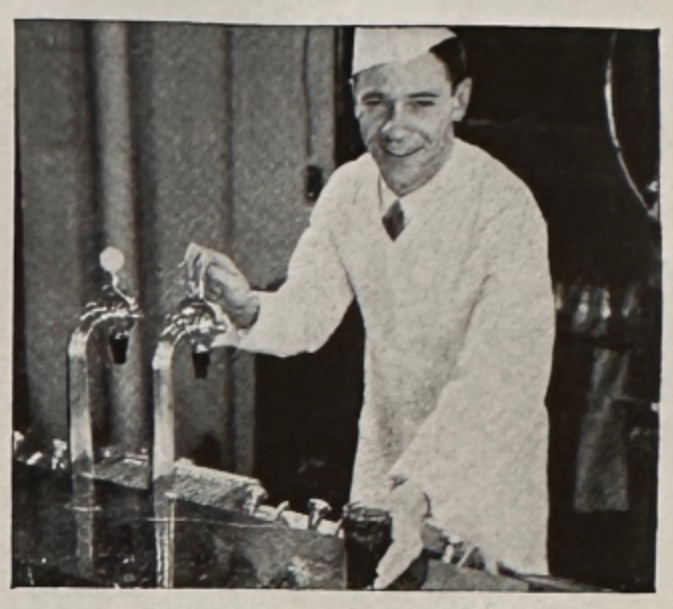
If none of these mentioned is available in your community, you will doubtless be able to purchase locally some other chlorine compound which will do the job as well.

Avoid, in so far as is possible, the accumulation of dirty glasses and dishes at the fountain. The sight of an accumulation of dirty glasses gives the whole fountain an unclean appearance. Overcome prejudice against the fountain by keeping your drainboard clear and by keeping a display of clean sparkling glasses on your backbar. You can use clean glasses to sell the customer the idea of cleanliness at your fountain.

PERSONAL CLEANLINESS

It doesn't do much good to keep a fountain clean unless those people working behind the fountain are careful about their personal cleanliness. The sight of a dirty apron, or a dirty towel, may easily ruin the good impression made on the customer by a bright, sparkling fountain. So let's watch these things about our personal cleanliness.

1st *Use clean aprons, caps, jackets every day. Laundry is cheap in comparison to lost customers!*



2nd *Keep plenty of clean towels on hand and use them freely. Dirty wet towels not only look bad, but frequently smell bad.*

3rd *Keep well groomed. Shave regularly, and keep your hair combed. Personal neatness reflects cleanliness.*

4th *Watch those hands! Every customer sees them serve his food. Wash them frequently and keep the nails cleaned!*

COURTEOUS SERVICE

Those little things you do when serving a customer often determine whether or not that customer will come back. They are tremendous trifles that are dynamite if you overlook them, but they can be business builders if you watch them closely. Here are some of them:

1. *Serve drinks inside the glass. Don't let them overflow, making the glass sticky and the counter wet.*

2. *Ask the customer with a friendly smile, "Your order, please?" Don't growl "What's yours?"*

3. *Give each customer individual service and wait on him in turn. If you can't serve him immediately, say "I'll take your order in just a moment."*

4. *Treat all customers with the same consideration. Especially remember to be courteous to children. They not only bring their parents to the store that treats them right, but, too, they will be store customers some day.*

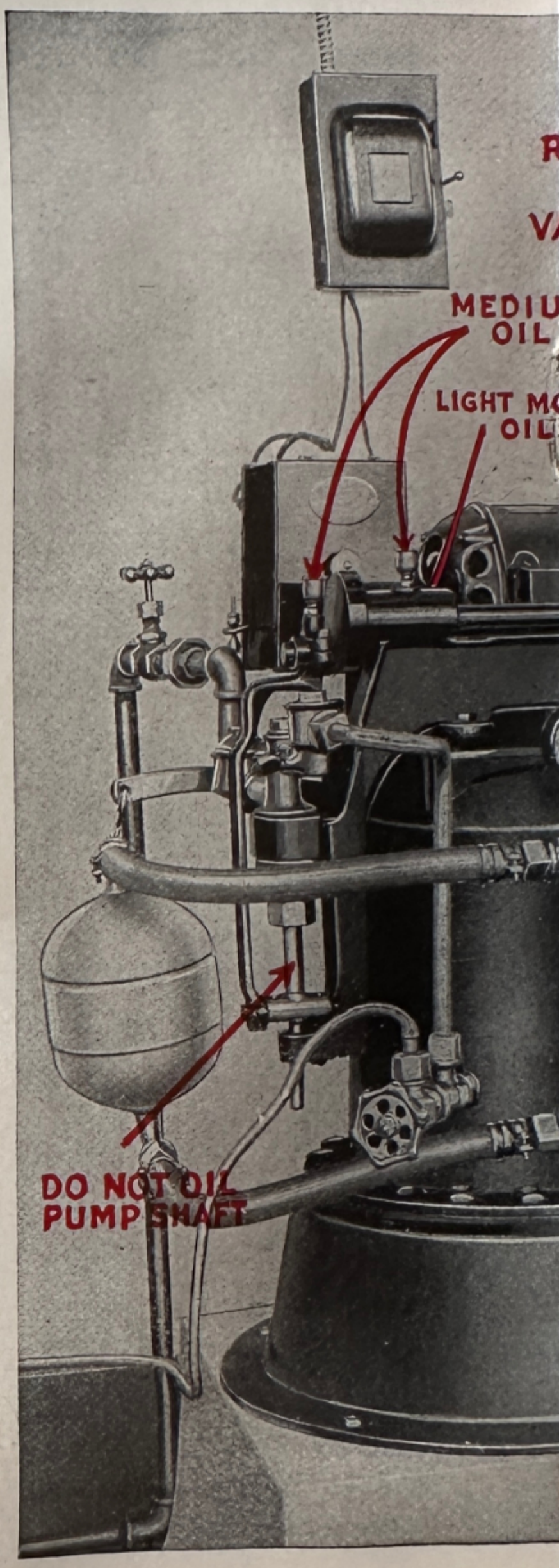
5. *In the case of a complaint, the customer is always right. Leave him satisfied!*

CARE OF THE

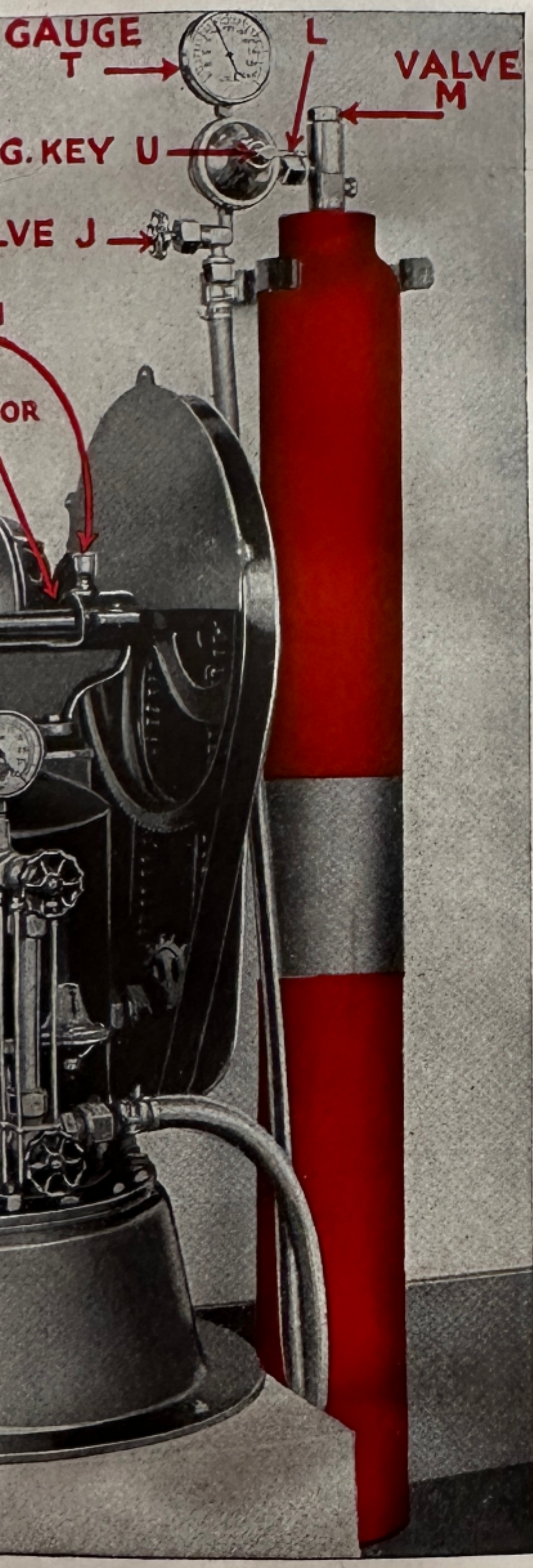
DIRECTIONS FOR WASHING CARBONATOR

All carbonators are not alike. It is therefore impossible to give one set of directions that may be followed in detail in washing all carbonators. The general principles are the same, however, and it will not be difficult to clean any carbonator by slightly modifying the instructions given below.

1. Cut off gas at head of drum. Cut off city water and electricity at carbonator.
2. Empty the carbonator entirely by drawing water through draft arm at the fountain. Save some of this carbonated water in a bottle so service at your fountain will not be interrupted for lack of carbonated water while the carbonator is being cleaned.
3. Mix thoroughly a solution of bicarbonate soda (common baking soda) and warm water, using three pounds (5-10 oz. packages) of soda and enough water to fill carbonator. Most carbonators will hold four to five gallons of this solution.
4. With a short piece of hose and a funnel, pour the soda solution in carbonator at soda outlet connection to fountain at the body of carbonator, which must be disconnected for the purpose. Open air vent when pouring in solution. After solution is in, replace this connection and close air vent.
5. Turn on electricity and allow carbonator to operate for a few seconds, thus washing the inside of the carbonator. Cut off electricity.
6. Put sixty or seventy pounds of gas in carbonator and cut off gas again at drum. This will give sufficient pressure to force solution through pipe, coils and out draft arm. Draw off all of the solution through draft arm at fountain, with gas cut off at drum.
7. Turn on city water and electricity and allow pump to operate until the carbonator is about two-thirds full as shown on gauge glass. Cut off electricity and city water. Put sixty or seventy pounds of gas in carbonator and cut off gas. Draw off rinsing water at draft arm.
8. Turn on city water and electricity and feed gas slowly until proper operating pressure is registered. Let carbonator operate until it is automatically cut off.
9. After machine has been in operation for a few minutes, draw off a few glasses of carbonated water and see that taste and quality is O. K. If not, continue to rinse until all of the soda taste is gone and the water is clear and sparkling.



CARBONATOR



DAILY

Check Gas Supply.
Check to see that all elements—Gas, Water and Electricity—are turned on at all times.

MONTHLY

Oil Carbonator.
Spend fifteen minutes once a month, checking over your carbonator and system for leaks. The use of shaving soap and a brush is the best known method to discover leaks. If leaks are discovered, tighten connections and renew washers, if necessary.

YEARLY

Wash Carbonator.

HOW TO CHANGE GAS DRUM

1. Close valve at drum head (M)
2. Close valve below regulator and gauge. (J)
3. Disconnect regulator from gas drum. (L)
4. Turn regulator key counter clockwise until free. (U)
5. Have good fiber washer and connect main connection. (L)
6. Open drum head valve wide. (M)
7. Build pressure to desired level (120 pounds is standard) by slowly turning regulator key clockwise. (U)
8. Step gas into carbonator by slowly opening regulator outlet valve. (J)

HOW TO DISPENSE AND SERVE

1. Always use a *clean, thin* glass.

2. Use a full measure of syrup in the glass. The quantity of syrup in a Coca-Cola, for example, should be 1/6 of the maximum content of the glass. To always get this syrup throw, set your pump so that six strokes of the pump completely fill the glass.

3. Use a standard scoopful of finely chipped ice (not large lumps and not snow).

4. Open the draft arm for a second and allow the warm water standing there to drain out.

A CARBONATED BEVERAGE

5. Hold the glass at an angle close up under the draft arm so that the water slides into the glass avoiding agitation.

■

6. Fill the glass with carbonated water as cold as possible. It should always be *below* 38° in temperature.

■

7. Stir with a spoon just enough to mix in the syrup. Don't ever beat the drink because you will drive out the carbonation.

■

8. Set the drink before the customer and don't forget to smile when you do it. A friendly smile pays big dividends.

■

SOME SERVICE ITEMS FOR

These items may be purchased from the same wholesaler

THE STANDARD GLASS FOR COCA-COLA

If this glass becomes chipped on the rim from any cause whatsoever, it will be replaced free of cost, or the purchase price refunded, on its return from the dealer by whom it was originally purchased. Because all glassware is fragile, the guarantee of course, does not cover breakage.

The standard glass is the "trade-marked package" for Coca-Cola at the soda fountain. It is the highest quality thin blown glassware constructed for durability. This is the glass in which your customers expect Coca-Cola to be served.

Prices (Subject to change without notice)

6-Dozen Carton .....55c per dozen

1-Dozen Carton .....60c per dozen

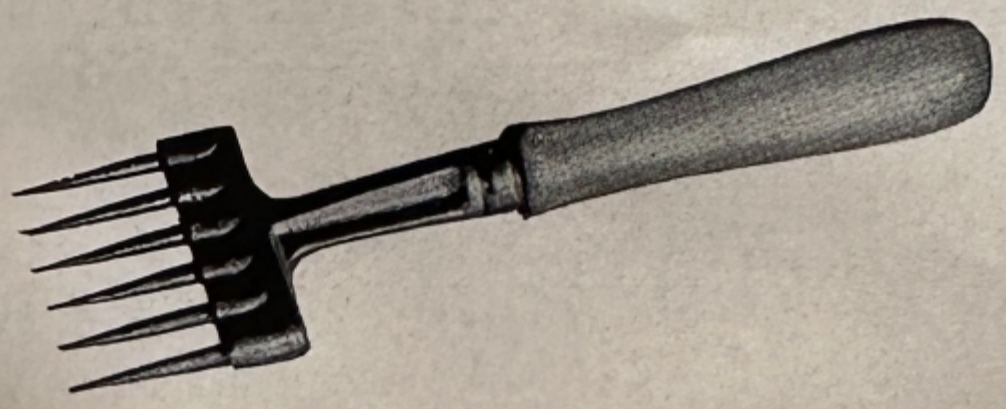
USE AT YOUR FOUNTAIN

from whom you purchase your Coca-Cola syrup.

The Non-Corrosive ICE SCOOP

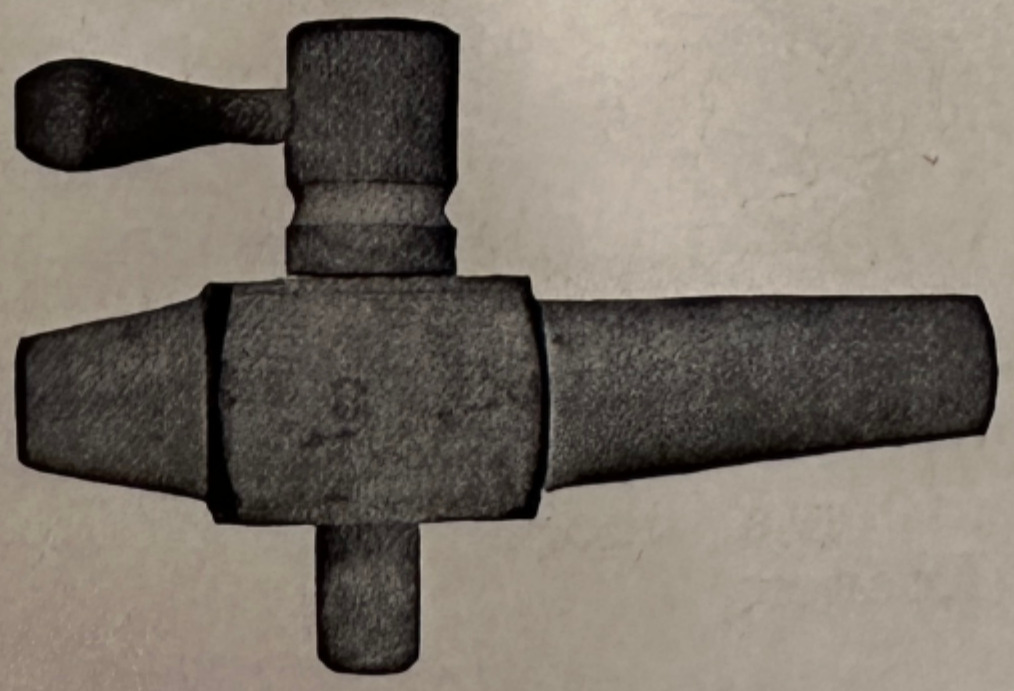
This Scoop measures accurately the correct amount of Finely Chipped Ice to be used in each Coca-Cola.

The Six-Pronged ICE CHIPPER



Finely Chipped Ice is the only kind of ice to use in fountain drinks. This chipper is designed to chip ice just the right size for use in Coca-Cola.

The Specially Treated WOODEN SPIGOT



For use in wooden packages. This is the simplest, safest and most sanitary means of drawing Coca-Cola syrup from the container.

PROTECTING COCA-COLA SYRUP

Every package of Coca-Cola syrup represents an investment of your money. You can protect that investment by following a few simple rules. Here they are:

1st—Buy your syrup in quantities that will permit you to enjoy fast turnover. Many of the better fountain operators are buying weekly—so as to get the many advantages of more rapid turnover on a smaller investment.

2nd—Always store Coca-Cola in the coolest place available. Avoid furnaces, stoves, hot water lines, etc.

3rd—Keep the storage room clean, dry and well ventilated.

4th—Keep Coca-Cola away from strong odors—creosote, benzine, drugs, turpentine, etc.

5th—Keep at least one gallon of syrup pre-chilled in the dry cold compartment of the fountain for refilling syrup jars.

If you use the wooden package, here are several suggestions you will want to follow:

1. Keep the air vent tightly closed when syrup is not being drawn from the package.

2. Use only the wooden spigot specially prepared for use in wooden packages of Coca-Cola.

3. Use only clean glass containers for transferring syrup from original package to fountain.

4. Store the package on its side using a wooden rack or Red Rocker.

HOW CAN YOU MAKE THE MOST OUT OF YOUR FOUNTAIN?

1st—Display and advertise at the fountain *only those products* which are sold at the fountain.

2nd—Keep the fountain counter clear for service. The fountain counter is your most expensive equipment and should be used to serve profitable fountain items. Don't clutter it up or use it as a showcase for miscellaneous merchandise.

3rd—Keep the backbar bright and shiny. A display of sparkling glassware gives the whole fountain a wholesome atmosphere of sparkling cleanliness.

4th—Feature your fountain in your

A. Newspaper ads.
B. Handbills.
C. Inserts with monthly bills.
D. Window strips.
E. Movie and radio advertising.

Let the public know they can get quality products at your fountain—made right—served by courteous dispensers—in clean attractive surroundings. Make the most of these powerful factors in fountain merchandising—

QUALITY
CLEANLINESS
COURTESY
SERVICE

The Dispenser for Coca-Cola Solves Your Fountain's Biggest Problem, Because:

1. IT HAS ADEQUATE REFRIGERATION CAPACITY ASSURING A COCA-COLA BELOW 38° ALWAYS.
2. IT FURNISHES REFRIGERATION TO THE POINT OF SERVICE ELIMINATING LONG LEAD LINES.
3. IT DIRECTLY REFRIGERATES COCA-COLA SYRUP AS WELL AS CARBONATED WATER.
4. IT GIVES POSITIVE, DEFINITE SYRUP CONTROL ASSURING YOU OF 115 DRINKS PER GALLON.
5. ITS FLOWING MIX ASSURES YOU OF A UNIFORM, WELL CARBONATED COCA-COLA.
6. IT MAKES SERVING A COCA-COLA AS EASY AS DRAWING A GLASS OF WATER.
7. ITS MODERN DESIGN AND APPEARANCE OFFER AN EXCELLENT OPPORTUNITY TO PROPERLY MERCHANDISE YOUR PROFIT LEADER.

Ask Our Representative to Show How It Will Benefit You

How You May Derive the Greatest Benefit from Your Fountain Dispenser for Coca-Cola

1. By rigidly adhering to a regular once-a-week cleaning of your Dispenser. (Detailed cleaning instructions are shown on next pages.)

2. By maintaining the proper size ice formation in your fountain cooler box at all times, in order to insure cold carbonated water being delivered to your Dispenser.

3. By checking your carbonating equipment daily. The valve of your Dispenser is set to deliver in the standard glass for Coca-Cola a THOROUGHLY MIXED and PROPERLY PROPORTIONED DRINK IN FIVE SECONDS' TIME. Low gas pressure means a slow drawing of drink, and possibly a drink not thoroughly mixed. Too high gas pressure may result in too fast flow and excessive foaming.

4. By keeping a day's supply of Coca-Cola in dry cold compartment, so that it will be chilled when ready to use.

5. By keeping your Dispenser well iced at all times, with ice cracked EGG SIZE or SMALLER, but NOT SHAVED. It will be necessary to push ice down occasionally to avoid bridging.

6. By serving at all times the correct amount of finely chipped ice in the drink.

7. By using only the thin-blown standard glass for Coca-Cola.

8. By advertising and merchandising your Dispenser. Tie-in your Dispenser with The Coca-Cola Company's national advertising, through ads in your local paper—window and mirror strips—Dispenser Ticketing campaigns.

REGULAR ONCE-A-WEEK SUCCESSFUL DISPE

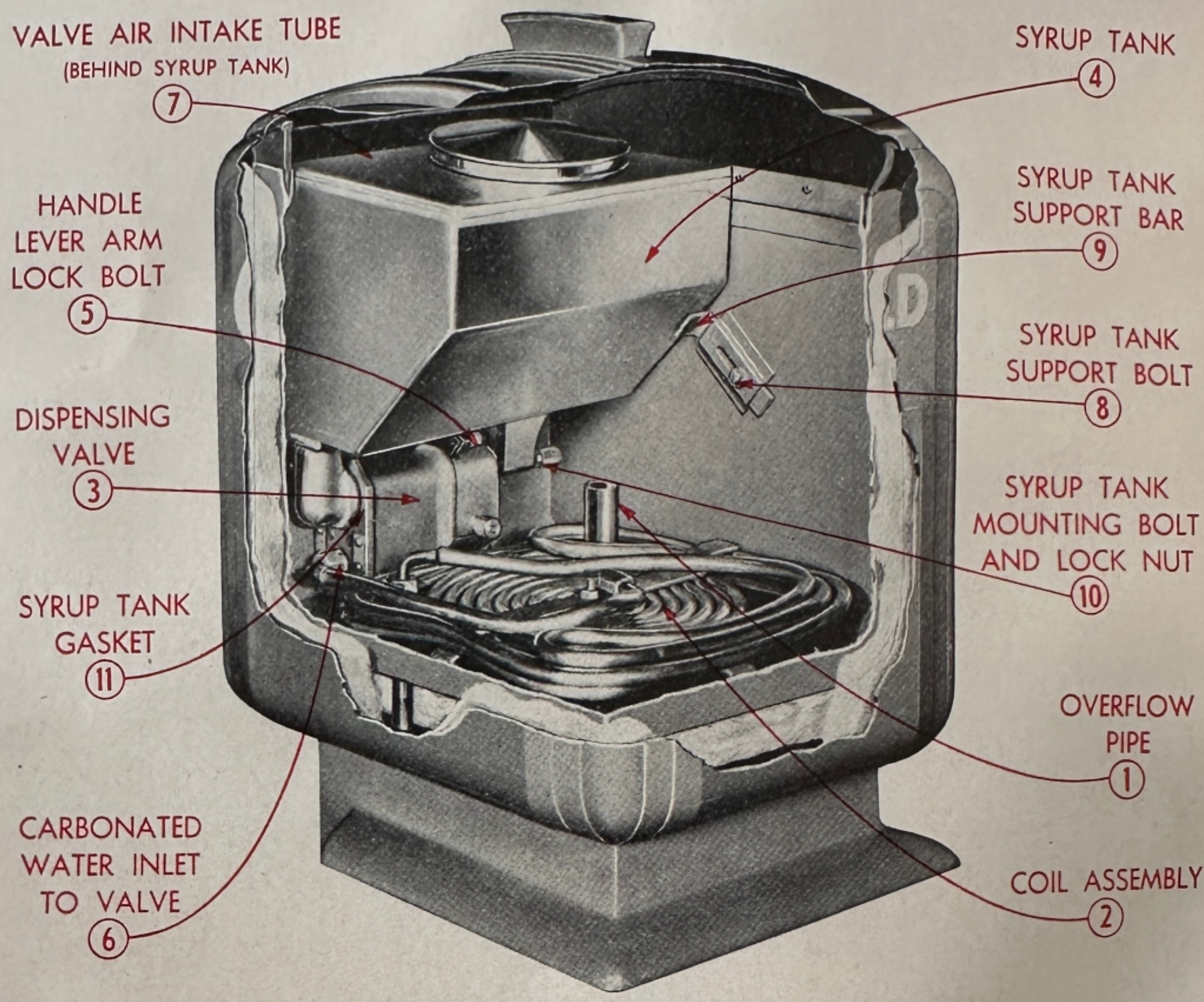


Illustration I

1. SYRUP TANK & VALVE— *(See Illustrations I and II)*

a. Drain syrup from syrup tank (4) and dispensing valve (3). To drain syrup, pull handle (A) forward. Lift the handle stop or flap (B) all the way up.

b. Place clean glass or porcelain container under outlet nozzle (D).

c. Push handle (A) toward the body of the Dispenser until it almost touches. (This action discharges the syrup from the syrup tank.)

d. Fill syrup tank (4) with soda solution.

e. Drain soda solution from syrup tank as outlined in Step c.

f. Rinse with cold water until all trace of soda is gone. Procedure same as detailed in Steps d and e.

Set a Regular Time Each Week for Cleaning

CLEANING IS VITAL TO
NSER OPERATION

2. OUTLET NOZZLE— *(See Illustration II)*

a. Pull Dispenser handle (A) forward permitting carbonated water to run.

b. Insert short handle cleaning brush inside outlet nozzle (D). Push brush up as far as possible (about two inches).

c. Brush outlet nozzle with a circular motion. The carbonated water running throughout this cleaning operation will flush out the outlet nozzle as it is being cleaned.

3. THE DISPENSER COOLER COMPARTMENT—
(See Illustration I)

a. Remove ice and overflow pipe (1) allowing ice water bath to drain.

b. Replace overflow pipe (1) and refill cooler compartment with soda solution. (One 12-ounce box of soda to one gallon of water.)

c. With brush, scrub coil assembly (2) and inner lining of Dispenser.

d. Remove overflow pipe (1) and drain soda solution.

e. Flush out beneath coil assembly (2) and around dispensing valve (3). Use a fountain hose if available.

f. With a cloth, wipe clean the dispensing valve (3)—especially around handle lever arm lock bolt (5) and carbonated water inlet to valve (6) and syrup tank connections to valve.

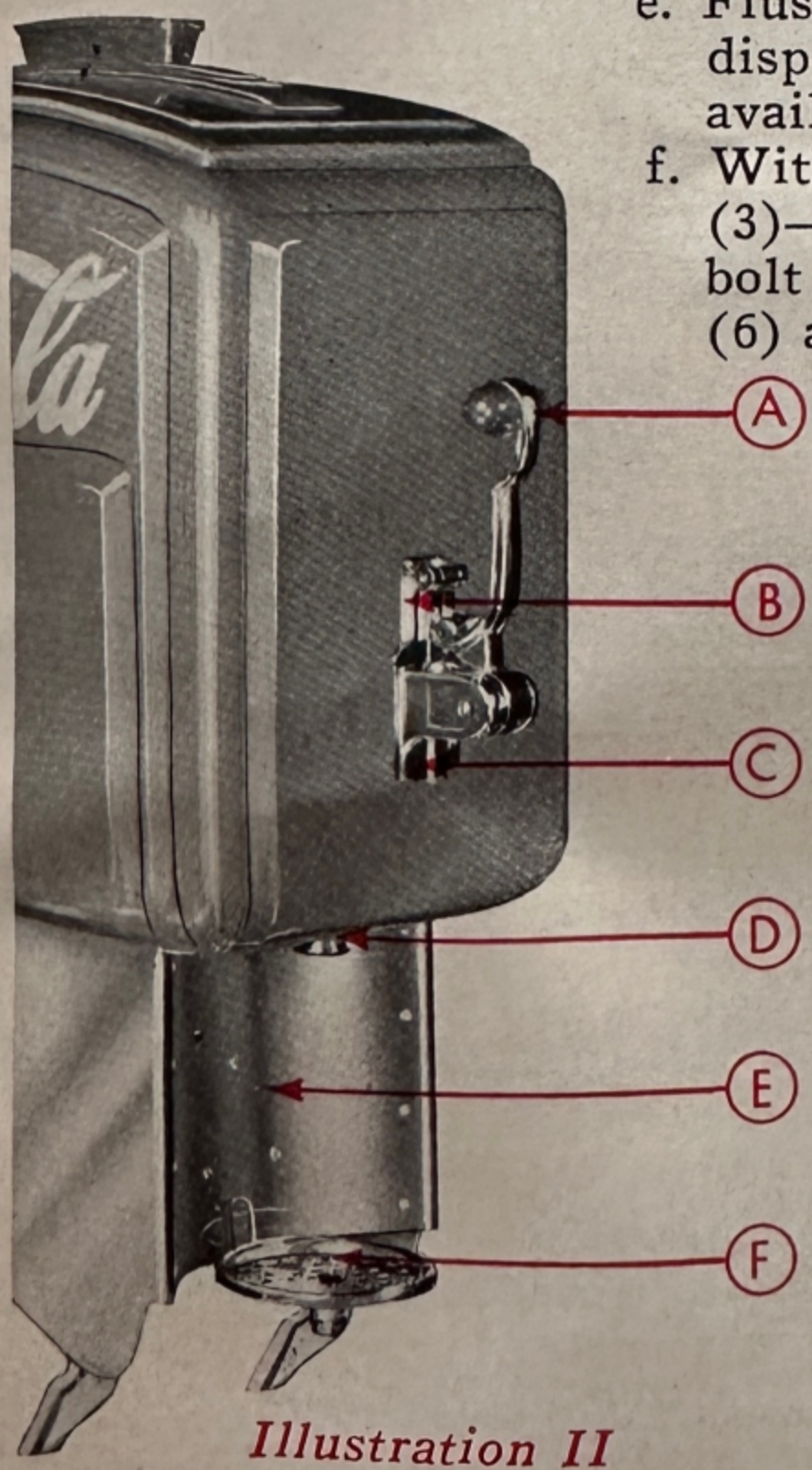


Illustration II

4. DRAINS—
(See Illustrations I and II)

With overflow pipe (1) removed:

a. Insert long handle cleaning brush (supplied with your Dispenser) in opening for overflow pipe. Push brush completely through rubber drain hose attached to the bottom of the opening.

b. Thoroughly clean overflow pipe (1) and screen on overflow pipe and replace.

c. On Rail Type Dispensers, front plate (E) should be removed and drain funnel (in rubber insulation mat) removed and cleaned. Pull out drip pan (F) and clean. Replace funnel, front plate (E) and drip pan (F).

— Then Rigidly Adhere to This Schedule

Practical Operating Pointers

(See illustrations on preceding pages)

1. INSUFFICIENT OR NO SYRUP IN DRINK:

a. Be certain to pull handle (A) all the way down to get complete syrup content.

b. In drawing a number of drinks in rapid succession, be certain to allow handle to remain in upright position for two or three seconds between drinks so that measuring chamber of dispensing valve may fill completely.

c. Check syrup tank (4) to make sure it contains syrup.

d. Check valve air intake tube (7). The air intake tube is the long slender hooked tube coming from the top of valve, and fastened to inner front wall of Dispenser. If this tube is obstructed, no syrup or insufficient syrup will flow from valve. To clean this tube, draw off a drink from Dispenser and leave handle down permitting only carbonated water to flow. Place palm of hand over outlet nozzle (D) for a few seconds. This will force carbonated water back up through air intake tube, clearing it. Check water bath in cooler compartment to make certain level is not above air intake tube (7).

e. Check syrup strainer located in syrup tank (4) to make sure it is not obstructed.

f. If instructions for cleaning dispensing valve (3) and outlet nozzle (D) have not been followed on regular schedule, outlet nozzle may become obstructed, interferring with proper syrup flow.

2. NO CARBONATED WATER OR EXTREMELY SLOW FLOW:

a. Check carbonating equipment to make sure it is operating properly. Check accuracy of regulator and gauge. If gauge creeps or leaks, have it repaired.

b. Check all connections for leaks.

3. EXCESSIVE FOAMING AS DRINK IS DRAWN FROM OUTLET NOZZLE:

a. Check cooler compartment of Dispenser to make sure it is properly iced (warm carbonated water may cause foaming.)

b. Check regulator gauge pressure and accuracy of gauge. If gauge creeps or leaks, have it repaired.

c. Vent carbonator.

d. Draw a drink from Dispenser and hold handle (A) down, allowing carbonated water to continue to flow until coils and system are purged.

e. If Dispenser is connected to mechanically refrigerated fountain cooler box, check fountain cooler box to determine if ice formation is too large. To secure proper refrigeration in such a case, adjust sylphon valve as directed by manufacturer's instructions.

4. WATER LEVEL IN COOLER COMPARTMENT ABOVE OVERFLOW PIPE:

a. Drippage in front of Vent (C) below handle mounting bracket indicates obstructed drain. Remove overflow pipe (1) and clean drain hose. (See "Drains" page 21.)

5. TO REMOVE SYRUP TANK FROM DISPENSER:

a. Remove ice and syrup, and drain water from Dispenser as directed in cleaning instructions.

b. Loosen syrup tank support bolt (8) and allow support bar (9) to slip down in slot.

c. Loosen lock nut on syrup tank mounting bolt (10) with ½" wrench by TURNING CLOCKWISE. Then loosen mounting bolt itself with fingers (also by TURNING CLOCKWISE.)

d. Lift out syrup tank (4).

e. In order to replace syrup tank simply reverse this operation. (Caution: Be certain that syrup tank gasket (11) is securely in place. If gasket is damaged replace with new one. Also be certain to tighten syrup tank mounting bolt (10) with fingers turning it COUNTER CLOCKWISE before tightening lock nut on this bolt.)